



CUMBERNAULD THEATRE TRUST

Front of House Supervisor

RECRUITMENT PACK & JOB OUTLINE

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Background information

Cumbernauld Theatre seeks a Front of House Supervisor to join our vibrant team as we continue to expand our operation into 2023, after settling into our new home in Lanternhouse in 2021.

Cumbernauld's new cultural home for theatre, cinema, music, comedy and dance offers state of the art facilities alongside performing arts classes and community creative learning projects. With a 300-seat main auditorium, 100 seat studio theatre, 80 seat cinema and dance studio this is an exciting opportunity to help us to build and enhance Cumbernauld Theatre Trust's relationships with organisations and individuals living and working in the Cumbernauld area and to further cement the new arts venue as a cultural hub for the whole community.

Our Vision

Cumbernauld Theatre creates meaningful opportunities for artists, audiences and participants to connect, exploring the power of the arts to enrich and transform all our lives, enabling a life-long creative journey for individuals, families and groups from across all our communities.

Our Mission

To achieve this we develop progressive, contemporary productions, projects and programmes of work that have relevance and resonance with our audiences and participants. This work is informed by place, by our new arts centre and by a desire to deliver affordable access to culture for everyone at all life-stages.

The object of the Company is to develop the conditions and skills for culture to thrive in Cumbernauld, to nurture, produce and present performing arts, cinema, exhibitions and entertainment for the enjoyment and enrichment of all of the communities of Cumbernauld and North Lanarkshire.

To value, trust and support our creative community, to facilitate an open and inclusive approach to designing, delivering and evaluating our activities to reflect and meet the needs of our community.

To advocate and support arts programming, arts creative learning and community engagement in partnership with public bodies, charities and community organisations operating in our community to support policy areas for health and wellbeing, economy, education, reducing inequality, encouraging diversity and realising an environmentally sustainable future.

To strive to produce and present a performing arts programme that celebrates cultural excellence, the innovative, critically challenging, the original, ever-changing and dynamic form of Scottish Culture.

To provide inclusive, accessible performing arts skills acquisition to nurture creativity in our community. To engage our community in our arts programme decision making, to be inclusive in our view of culture, open to emerging, popular, established and formal cultural activity and celebrate our local culture.

Our Values

We will be proactive agents of change, showing clear community leadership, working in partnership, advocating for the transformative power of arts, with an environmentally responsible operating plan delivering a sustainable social enterprise-led cultural hub with long-term resilience.

About Us

Cumbernauld Theatre is a performing arts charity that produces and presents theatre, music, dance and comedy for the community of Cumbernauld and North Lanarkshire.

From our new home based on the Cumbernauld Academy Campus, Cumbernauld, we deliver an all engaging and inclusive professional programme for the entertainment, enjoyment and enrichment of our diverse community.

We believe our work has transformative and empowering potential. Working at the heart of our community we are building creativity, broadening perspectives, supporting community cohesion, enhancing life experiences and investing in performance arts skills development for a creative, innovative, fairer Scotland.

The new arts venue will be a vibrant centre for inclusive community creativity and Cumbernauld's new cultural home for theatre, cinema, music, comedy and dance and get-togethers in our welcoming café/bar.

CUMBERNAULD THEATRE TRUST
JOB OUTLINE

Post:	Front of House Supervisor
Reports to:	Front of House Manager
Direct Reports:	Venue Assistants Team, Customer Service and Cinema Assistants
Location:	Lanternhouse, Cumbernauld
Pay Grade:	£10.90 per hr – (pro rata £19,838 pa) pay review pending
Contracted Minimum Hrs:	Minimum Weekly Hours 14, (maximum 35 – flexible) Evenings and Weekends
Contract Type:	Fixed term – 12 months

Job Purpose and Scope

The Front of House Supervisor is a customer facing and team co-ordination position.

The primary responsibility is to ensure all staff and resources are in place and effectively co-ordinated to provide a high-quality customer experience visiting the venue and events.

The event could be a cinema screening, an event in the studio theatre or main theatre or a workshop or class. The Front of House Supervisor is responsible for ensuring any event or activity runs smoothly.

Key Tasks:

- Welcome the audience into the building
- Ensure a high quality of customer service
- Sell food, drink and merchandise (café bar/kiosk)
- Guide audience members in the right direction
- Support Box Office to manage incoming ticket sales over the phone and in person (box office)
- Support Box Office to issue tickets to audience members (box office)
- To be the point of contact for customer enquiries or complaints
- To ensure the front of house area looks presentable and tidy at all times
- Liaise with Stage Management, Back Stage Crew, Performers, Company Managers and our Technical staff to ensure the audience are called into the auditoria at the right time and clearance is given to the Technical Team to start the event.

Main Duties and Responsibilities

Café Kiosk/Bar

- To lead the Café Kiosk/Bar service as senior staff member, responsible for the supervision of other Café Kiosk/Bar staff
- To ensure a consistently high standard of customer service, ensuring staff are attentive to customers, efficient in service, accurate in their handling of cash and taking payments, have adequate support for breaks.
- To follow the required procedures in setting up the EPOS till system and cashing up and recording of sales. Oversee any other staff handling cash or payments to ensure accuracy. Lead the procedure for two staff verification of cash recording.
- To comply with stock management procedures to ensure safety and security controls within these areas.

FOH Foyer – Cafe Kiosk/Bar and Box Office

- Maintain a high level of visibility when managing the front of house operations.
- To maintain a customer friendly environment, including responding to customer concerns and queries and to provide accurate information relating to customer requests.
- To maintain an accurate knowledge of all relevant legislation required within the licensing trade as well as the relevant Health & Safety legislation and to enforce these procedures.
- To work in close liaison with NLC colleagues and management to ensure venue cleaning, is to a high standard at all times across the facility. Lead co-ordination of auditoria cleaning to fit with programme.
- When deputising for the FOH Manager to lead a team Front-of-House staff to ensure that the venue theatre and cinema programme and customer requirements are fully met in accordance with legal, health and safety legislation.

FOH Customer Services

To lead the Venue Assistants as senior staff member, responsible for the supervision of Venue Assistants staff to:-

- welcoming visitors and audiences to the venue
- co-ordinating the public announcement for audiences to take their seats
- directing audiences to public facilities, toilets
- directing audiences re behaviour, smoking, drinking etc
- ensuring spaces are kept clean and tidy
- check ticket stubs, usher audiences to seats – ensuring safety on seating banks
- manage exits and entrances to auditoria by public during performances
- manage performance breaks
- ensure house lights are up for audiences to exit auditoria after performance
- exit leafletting to promote future events

HR Management

- Assist in the line management and co-ordination of the day-to-day work activities of Venue Assistants to support staff training.
- Supervise and monitor staff performance and development and maintain communications with the FOH Manager re staff performance and development in the role.
- Regularly meet with the FOH Manager and Operations Director for updates on any staff training and development needs

Marketing

- Be proactive in promoting the venue, its programme and facilities, and the work of CTT.
- To work with the marketing team in the co-ordination of any promotional display activities and customer related promotions within the venue.

Facilities

- To work in close liaison with the FOH Manager and Customer Services Manager regarding the coordination of FOH services for community hire bookings.

Health and Safety

- To respond to changes in appropriate regulations and guidelines
- To ensure compliance with health and safety and fire regulations and guidance for all aspects of front of house, for staff and users
- To adhere to health and safety legislation and guidance (PPE, RIDDOR, COSHH) to ensure that staff and external personnel work safely using protective equipment supplied.
- To carry out risk assessments and ensure that staff and customers undertake and adhere to risk assessments

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The job requires experience of facilities and event management, training in licensing regulations, health and safety requirements, food safety and hygiene, staff management, and administrative procedures, and customer care practices. It involves working to deadlines and agreed plans requiring prioritisation.

The post holder is expected to be committed to our vision and values, supporting our ambitions and the delivery of our creative artistic programme, and to be an advocate for the valuable arts and the cultural role that the CTT plays in the community.

Person Specification

Essential

Qualifications and Training

- Training or Qualification in Leisure/Amenity/Arts/Venue/Hotel/Hospitality/ Business Management or similar
- Driving Licence
- First Aid qualification

Knowledge

- Understanding of good customer care practice
- Knowledge of how to establish effective work procedures
- Excellent customer care knowledge and skills
- Knowledge of relevant, current health and safety legislation and working practice (COSHH, PPE, RIDDOR, preparing and working with risk assessments)
- Understanding of venue management licensing – Alcohol, Public Entertainment, Cinema, Music

Experience

- Experience of venue management and managing associated staff
- Experience of dealing with customers and using negotiation and communication skills
- Experience of using an EPOS system, cash handling processes and financial reporting
- Experience of using a Box Office System, searching customer records, amending customer records, ticket sales and processing refunds
- Experience of ushering, working in a Theatre/Cinema
- Experience of HR processes and procedures

Aptitudes and Skills

- A continuous improvement approach to managing people and teams
- Ability to generate imaginative solutions to creative challenges
- Excellent verbal and written communication skills
- Ability to establish good working relationships with a wide range of people
- IT skills especially in Word, Excel, MS Teams
- Ability to organise and prioritise a personal workload and the work of other staff, scheduling and forward planning work priorities to ensure deadlines are met and coordinating staff rotas
- Ability to work and communicate effectively under pressure and to deadlines, retaining attention to detail
- a confident and clear communicator, comfortable leading groups and dealing with group leaders
- Must be able to demonstrate attention to detail, accurate cash handling skills
- A self-motivated team player, with an outgoing and enthusiastic personality, with patience and good humour.
- Ability to plan and think on your feet
- Ability to multi-task in a fast-paced cultural environment
- Excellent organisational skills with the ability to prioritise a demanding workload
- Capacity and willingness to learn

Personal Qualities

- A strong commitment to making a positive difference to the community
- A commitment to working towards achieving CTT's vision and working within our values and ethos
- Ability to develop effective professional relationships, both internally and externally
- Ability to represent the organisation professionally and confidently

- Ability to respond to crisis, work well under pressure and have a flexible approach to work
- Consistently honest and trustworthy in approach
- Friendly, approachable and engaging
- punctual, reliable and a strong work ethos.

Desirable

Qualifications and Training

- Food Hygiene qualification
- IOSH qualified
- Personal Alcohol License holder

Knowledge

- Familiarity with the contemporary theatre and performing arts sector
- Knowledge of the Third Sector
- Familiarity with Cumbernauld and the community we serve

Experience

- Experience working with the Third Sector and Charities
- Working with the local community

Personal Qualities

- An understanding of the importance of anger management and the associated coping strategies, and early recognition of when situations may become an issue

Other Essential Information

- The post holder will be required to adopt and adhere to a formal/uniform dress code for events
- The post-holder will be required to pass a Standard Disclosure Scotland background check
- A willingness to work a flexible work pattern including frequent evenings and weekends is essential

Terms & Conditions

Title of Post: Front of House Supervisor

Hours: 14 hours per week (exclusive of meal breaks) any 5 days out of 7 mainly evening and weekends. Additional hours during busy periods may be necessary to fulfil the requirements of the role. Time off in lieu of extra hours worked will be given wherever reasonably possible.

Contract: Fixed Term 12 months, part-time, with a three-month probationary period.

Holiday entitlement: (Pro rata) FT equivalent - 25 days per year (increases by 30 days on completion of five years' service), plus 9 statutory public holidays, 4 fixed and 5 which can be taken flexibly by mutual agreement.

Pension: CTT operates an auto enrolment scheme.

Notice period: 1 Month

Salary: FT equivalent £19,838 pro rata equates to £7,935 pa part time

Location: This role is based at Lanternhouse, Cumbernauld Academy Campus, Kildrum Road, Cumbernauld.

Application Procedure

We strongly encourage people with disabilities and people who are from ethnically or culturally diverse backgrounds to apply as CTT is keen for the team and its work to be informed by and representative of the diverse communities it serves.

Please send the completed application form by email or post, together with a covering letter to:

HR Manager
Lanternhouse
South Kildrum Ring Road
Cumbernauld
North Lanarkshire
G67 2UF

Email: recruitment@cumbernauldtheatre.co.uk

Closing Date for Applications: Midnight Sunday 19 February.

Interviews will take place: as qualifying applications are received.

Start Date: Vacant immediately.

If you have any questions relating to the application, please email:
recruitment@cumbernauldtheatre.co.uk

www.cumbernauldtheatre.co.uk | info@cumbernauldtheatre.co.uk

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